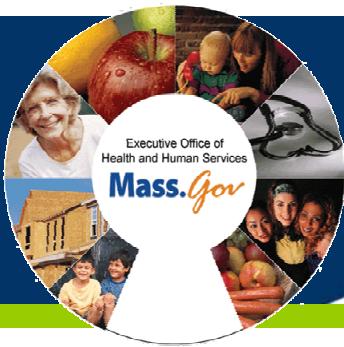


THE VIRTUAL GATEWAY PROVIDER NEWSLETTER



EOHHS

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Welcome!

Welcome to the inaugural issue of the Virtual Gateway Newsletter! This newsletter will keep all Executive Office of Health and Human Services (“EOHHS”) providers up to date on the project’s progress. It will be distributed monthly and be made available at www.mass.gov/eohhsprovider in the News & Updates section. In addition, a number of Provider trade group web sites are making the newsletter available from their websites. The newsletter will include updates on implementation, communications, training, security, and important upcoming dates. In addition, each month we will try to answer a few frequently asked questions. So, if you’re interested in this exciting new initiative, read on! We look forward to providing you with regular updates and sharing the news about this new way to access health and human services here in Massachusetts. Still not quite sure what the Virtual Gateway is? [Click here to find out...](#)

Implementation

The Catalog and Eligibility Screening tools became available in August to the public and providers from www.mass.gov/eohhs! The Common Intake Data Collection tool, only available to providers, began a pilot implementation at Massachusetts General Hospital, Joseph Smith Community Health Center (Allston), Boston Health Care for the Homeless, Community Care for Kids (Quincy) and St. Francis House (Boston) in August.

Implementation, Continued...

We are working closely with the pilot sites to help them begin using the new tools. Pilot sites have received onsite support from policy and program staff since the first day the Virtual Gateway went live. In addition, a call-in Help Desk is available to the pilot sites to answer questions and to assist with any issues they may encounter. A post-implementation survey will be distributed to the pilot sites a few weeks after they begin using the Virtual Gateway. We expect pilot providers will provide meaningful feedback to help us improve future Virtual Gateway implementations.

Following the pilot, deployment of the Common Intake Data Collection tool to more providers will start in September. This rollout to providers will occur over several months.

Training



Boston Health Care for the Homeless participates in the inaugural Virtual Gateway training in July. Shown is Virtual Gateway Director of Communications and Training Howard Caplan

Development of a training curriculum for the EOHHS Virtual Gateway has been underway since early 2004. A team of trainers from several HHS agencies has developed this component of the Virtual Gateway project.

Training, Continued...

The training session is designed for intake workers at provider organizations. The program consists of a 3-hour training during which the common intake, application tracking, eligibility screening, and catalog capabilities are demonstrated. The session is complemented by reference material for Virtual Gateway users. These materials are currently available at www.mass.gov/eohhsprovider click Training and Education under the Resources and Guidance section or [click here](#).

Training sessions were recently held for the Virtual Gateway pilot organizations. Feedback from these sessions has been very positive and will be used to enhance future training sessions.

Communication

The Virtual Gateway Communications Team is working with several organizations, including the Massachusetts League of Community Health Centers, the Massachusetts Hospital Association, the Massachusetts Association of Patient Account Managers and Unisys. These organizations are helping us spread Virtual Gateway information to their members – you! Feel free to visit these sites regularly for current and past issues of this newsletter as well as other Virtual Gateway updates.

Several Virtual Gateway Information Sessions were recently held throughout the state:

- Mass Hospital Association: Wednesday, July 28
- Baystate Health System in Springfield: Thursday, July 29
- Partners Healthcare: Monday, August 9
- Caritas Christi Health Care: Wednesday, August 11
- Berkshire Health System in Pittsfield: Friday, August 20

Communication, Continued...

- UMass Memorial in Worcester: Wednesday, September 15
- CareGroup Healthcare Systems: Tuesday, September 21.

Additional information sessions will be held in the near future. Look for the schedule of additional information sessions in the Upcoming Dates section.

Upcoming Dates

Below are the Virtual Gateway information sessions scheduled in October:

Date	Event	City
Oct 8	MassHealth Technical Forum	Holyoke
Oct 13	MassHealth Technical Forum	Taunton
Oct 15	MassHealth Technical Forum	North Andover
Oct 19	MassHealth Technical Forum	Boston
Oct 28	MassHealth Technical Forum	Shrewsbury

For more information and to register to attend these sessions send an e-mail to MTF@umassmed.edu

FAQs

Keep an eye on this section in future editions as we answer some of your most frequently asked questions.

Please send any questions/comments you have about the Virtual Gateway to:
VirtualGatewayHHS@state.ma.us



Executive Office of
Health and Human Services
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